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TO: Deputy Director (Administration)

SUBJECT: Telephone, Toll and Long Distance Calls

1. PROBLEM:

To determine appropriate controls for Agency telephones, and local, local suburban and long distance telephone calls.

2. FACTS BEARING ON THE PROBLEM:

- a. Established Agency policy is that: (1) local calls of a personal nature are prohibited except in an emergency and (2) that local suburban and long distance calls be placed through the Agency switchboard.
- b. Control currently exercised over toll calls is an inquiry by the switchboard operator as to whether the call is official.
- c. Outside calls may be made by dialing "9", then the number desired. Agency records indicate that some personnel are by-passing the Agency switchboard. (Tabs A and B)
- d. Message Business (unlisted) lines are presently being surveyed by the Physical Security Branch, Security Office, to justify unlisted telephones. (Tab C)

3. DISCUSSION:

- a. In order to determine what controls can and should be applied, the following basic factors should be discussed in detail: (1) control over local outside calls (multi-message units), (2) enforcement for placing toll calls through the Agency switchboard, (3) authorization and certification for toll calls, and (4) control over the use of Message Business (unlisted) lines.
- b. Excessive use of Agency telephones can be reduced by blocking out the 9th level on many telephones. This system (restricted telephones), involves morale implications and increased costs, but will reduce the number of multi-message units. (Tab D) An analysis of the Agency Service Bill indicates that certification of the invoice is adequate. Since interdepartmental dial facilities are available, the large number of multi-message units (147,276 per February 1954) discloses that all calls were not of an official nature. (Tab E)

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- c. In order to enforce the policy that all toll calls be placed through the Agency switchboard, a mechanical block can be placed on all outgoing non-local trunk lines. This is technically possible but the Chesapeake and Potomac Telephone Company has firmly rejected the Agency's proposal since it is not in consonance with the policy of the Telephone Company and such service would have to be furnished all government Agencies. Toll charges resulting from wide range dialing (calls to local suburban areas) are sensitive to trace at present since the Telephone Company does not list the number called. (Tab A)
- d. Tighter control over toll calls can be exercised by Agency switchboard operators screening all calls against a roster of authorized officials. This system will slow down Agency telephone service, requiring additional switchboard operators and increasing administrative expenses. Some government Agencies utilize forms and certification slips, forwarded to a central point for verification. This Agency checks its invoices against the Telephone Toll Ticket prepared by the Agency switchboard operator. Certification alone is a deterring factor but the additional costs incurred does not appear to warrant such a system for the Agency, since the control effected would be partial and personnel desiring to by-pass the Agency switchboard could still call through the 9th level.
- e. MB (unlisted) lines are set up for a specific purpose and Agency records disclose no serious misuse of such telephones. Further, Administrative Officers now certify as to the correctness of toll charges itemized against MB telephones. (Tab F)

4. CONCLUSIONS:

- a. Personnel are not fully cognizant of Agency policy with regard to the proper use of telephones.
- b. A system of forms and certification will not completely control toll calls.
- c. It is inadvisable at present to block the 9th level due to increased costs and adverse morale factors.
- d. The control and certification over the use of MB (unlisted) lines is adequate.

5. RECOMMENDATIONS:

- a. That the Logistics Office develop an Agency Regulation, "Telephones, Toll and Long Distance Calls".
- b. That an aggressive and continuing program be established and conducted by the Logistics Office regarding the correct use of Agency telephones.

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- c. That in the event recommendations "a" and "b" above, do not adequately curtail the excessive number of unofficial local calls, a system of restricted telephones (block 9th level) be installed throughout the Agency.
- d. That the Director of Security conduct periodic surveys of MB (unlisted) lines in order to assure their current need and compliance with security requirements.

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JAMES A. GARRISON
Chief of Logistics

ANNEXES:

- "A" - Wider Range Dialing
- "B" - Long Distance Calls
- "C" - Unlisted Telephone Survey
- "D" - Restricted & Unrestricted Telephones
- "E" - Telephone Service Bill
- "F" - Message Business (Unlisted) Lines

CONCURRENCE:

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SHEFFIELD EDWARDS
Director of Security

JUN 9 1954
(Date)

ACTION BY APPROVING AUTHORITY:

APPROVED:

29 JUNE 1954
(Date)

15/ L. K. White
L. K. WHITE
Deputy Director (Administration)

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